

**BY ORDER OF THE  
SECRETARY OF THE AIR FORCE**

**AIR FORCE INSTRUCTION 36-3803**

**7 JUNE 2016**



***Personnel***

***PERSONNEL ACCOUNTABILITY IN  
CONJUNCTION WITH NATURAL  
DISASTERS OR NATIONAL  
EMERGENCIES***

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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(Mr. Daniel R. Sitterly)

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This Air Force Instruction (AFI) implements Air Force Policy Directive (AFPD) 36-38, *Personnel Readiness*. This instruction provides guidance for establishing and maintaining personnel accountability in the event of natural disasters or national emergencies for Air Force (AF) personnel in accordance with Department of Defense Instruction (DoDI) 3001.02, *Personnel Accountability in Conjunction with National Emergencies or Natural Disasters*. This AFI applies to both the continental United States (CONUS) and locations outside the continental United States (OCONUS), but is not intended to supersede AFI 10-216, *Evacuating and Repatriating Air Force Family Members and Other US Noncombatants*. This instruction applies to Air Force Reserve Command (AFRC) Units and the Air National Guard (ANG). In collaboration with the Chief of AFR (AF/RE) and the Director of the ANG (NGB/CF), the Deputy Chief of Staff for Manpower, Personnel and Services (AF/A1) develops personnel policy for the evacuation of U.S. citizens and designated aliens from threatened areas abroad. This publication may be supplemented at any level; all MAJCOM supplements must be approved by the Human Resource Management Strategic Board (HSB) prior to certification and approval. This publication requires the collection and or maintenance of information protected by the Privacy Act (PA) of 1974. The authorities to collect and or maintain the records prescribed in this publication are Title 10 United States Code 8013, DODI 3001.02 and Executive Order 9397 (SSN), as amended, Numbering System For Federal Accounts Relating To Individual Persons, as amended by Executive Order 13478, Amendments to Executive Order 9397 Relating to Federal Agency Use of Social Security Numbers, November 18, 2008. Forms affected by the PA have an appropriate PA statement. System of records notice F036 AFPC R Air Force Personnel

Accountability and Assessment System (AFPAAS) (May 7, 2009, 74 FR 20935) applies. The authorities to waive wing/unit level requirements in this publication are identified with a Tier (“T-0, T-1, T-2, T-3”) number following the compliance statement. See AFI 33-360, *Publications and Forms Management*, for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW the Air Force Records Disposition Schedule (RDS) in the Air Force Records Information Management System (AFRIMS).

## ***SUMMARY OF CHANGES***

This document has been revised to updated office symbols and added tier waiver authority information.

### **1. CONCEPT OF OPERATIONS.**

1.1. Background. Per DoD instruction, upon the occurrence of a disaster and when directed, all DoD Components shall report personnel accountability to the Personnel Accountability Reporting System (PARS), the DoD central repository for accountability information and reporting. DoD may direct accountability of DoD members when it is determined that a disaster event or national emergency has the potential to significantly impact DoD affiliated members. (T-0) DoD in conjunction with the Federal Emergency Management Agency (FEMA), when applicable, establishes the geographical area of interest (GAOI), and notifies the Defense Manpower Data Center (DMDC) to create an accountability event in PARS. The baseline PARS data is uploaded into the Air Force Personnel Accountability and Assessment System (AFPAAS) as a disaster event or national emergency. The AF developed AFPAAS as the tool to quickly obtain personnel accountability and report it to PARS to comply with the DoD requirement. AFPAAS identifies members assigned or living in the GAOI and provides valuable information to the Air Force chain of command and enables commanders at all levels to make strategic decisions. Senior AF leaders may direct the use of AFPAAS in the absence of a DoD requirement to report in PARS if they determine an event could impact large numbers of AF personnel. MAJCOM and local commanders may request use of AFPAAS for exercises or inspections. AFPAAS reporting efforts end when all impacted members are accounted for or when discontinued by AF leadership and/or chain of command.

1.2. Introduction. This instruction outlines accountability requirements and procedures for Air Force units, agencies, commanders, directors and Joint assigned Air Force members. In order to ensure all personnel are accounted for, it is paramount all Air Force installations and units have recall and evacuation plans in place and personnel are aware of their responsibilities to ensure fast, accurate accountability.

1.3. Scope. The roles and responsibilities of involved agencies are fully explained in this instruction. Understanding and accomplishing these roles and responsibilities are crucial for ensuring the accurate and timely actions necessary to establish Total Force Accountability. Central to accountability during a disaster event is the commander’s inherent responsibility to

ensure awareness of the status of personnel under their command. Commanders must take prudent measures and apply the guidance outlined in this instruction to ensure they are able to account for all personnel. (T-1) This instruction is intended to aid commanders and those involved in personnel accountability by providing guidance on accountability for victims/survivors of an event. It is not intended to govern accountability for forces deployed in support of rescue, recovery, or contingency operations.

#### 1.4. Total Force Accountability Concept.

1.4.1. Total Force Accountability (TFA) is defined as the accurate accounting of Air Force personnel at all times, regardless of location. AFPAAS may be used to achieve TFA and report information to higher headquarters during a disaster event or national emergency.

1.4.2. For the purpose of this instruction, the term “Total Force” includes RegAF, Air Force Reserve (AFR), Air National Guard (ANG), Department of the Air Force (DAF) and Non-Appropriated Funds (NAF) civilians, Defense Enrollment Eligibility Reporting System (DEERS) enrolled family members, family members of DAF/NAF employees (when receiving evacuation entitlements) and contractors and their family member when employed OCONUS. AF members with multiple DoD-affiliations (e.g. Civil Service employee and a traditional Reservist or family member) have one record for accountability purposes and are counted and reported once to AF leadership and DMDC via AFPAAS and PARS. NOTE - Whether or not DoD takes accountability of contract employees and their families is dependent upon whether DoD has agreed to do it in the contract. If DoD has not, or it is not provided for in the Status of Forces Agreement, then accountability of the contractor rests with the company he/she works for and not DoD.

#### 1.4.3. Specifically, this instruction applies to:

1.4.3.1. RegAF members and their DEERS-enrolled family members.

#### 1.4.3.2. Selected Reserve (SELRES):

1.4.3.2.1. Air National Guard Active Duty Title 10, Active Duty Title 32, State Active Duty, Drilling Guardsmen (Traditional and ANG Technicians), and DEERS-enrolled family members of these Guard categories (see 1.4.3.4. below).

1.4.3.2.2. Reserve on Title 5 and 10 Active Duty, Drilling Reservist (Traditional and Air Reserve Technicians), Individual Mobilization Augmentees (IMAs), and the DEERS enrolled family members of these Reserve categories (see 1.4.3.4. below).

1.4.3.3. Air Force members assigned to Joint or Defense organizations.

1.4.3.4. DAF and NAF civilian employees.

1.4.3.5. Family members of RegAF, ANG, certain AFR (described in paragraphs 1.4.3.2.1. and 1.4.3.2.2.) who are actively enrolled in DEERS and physically residing in the area of concern.

1.4.3.6. Family members of DAF/NAF employees when those family members are receiving evacuation entitlements.

1.4.3.7. Personnel TDY, on leave, or on a pass.

1.4.3.8. When the impacted area is OCONUS, all DAF sponsored military, civilians, contractors, to include all family members. Foreign nationals are excluded.

1.5. Wherever and whenever possible, personnel accountability procedures follow the chain of command and mirror normal day to day reporting procedures. In the event regular reporting channels are not viable, individuals and units use any means available to report accountability information to AF, DoD, Federal or State agencies.

1.6. In the event of a disaster or national emergency and when directed by AF leadership, AFPAAS is the system used to attain and report TFA. AFPAAS utilizes data from the DMDC's PARS database to identify members assigned or living in the affected area. AFPAAS provides valuable information to the Air Force chain of command, enabling commanders at all levels to make strategic decisions which facilitate a return to normal operations following a disaster or national emergency.

**2. RESPONSIBILITIES.** Personnel accountability is inherent to command and is a shared responsibility between a commander/director, supervisor and their assigned personnel. Under certain circumstances however, a commander's ability to accurately track and account for the required forces and certain family members may be greatly impeded. Utilizing robust systems and ensuring individual members are aware of reporting requirements ensure that accountability can be achieved in the direst of situations.

2.1. The Air Force Crisis Action Team (AFCAT) Director will:

2.1.1. Initiate TFA actions via established command and control procedures.

2.1.2. Publish a message or e-mail to Major Command (MAJCOM) CAT Directors requiring all commanders/directors to identify personnel who reside in, are assigned to, are TDY, on a pass (if known), or on leave from their unit in the GAOI, and directing the 100 percent accountability of their personnel as soon as possible, but not later than 48 hours after TFA is mandated.

2.2. Headquarters USAF/Force Support Readiness Division (AF/A1XR) will:

2.2.1. Represent the AF/A1 when the AFCAT is activated.

2.2.2. Activate the Air Force Personnel Center/Personnel Readiness Cell (AFPC/PRC).

2.2.3. Provide guidance (through the AFCAT Director) to the MAJCOM CAT Directors.

2.2.4. Coordinate with the Combatant Command if crisis dictates early return of deployed personnel. The Air Force Personnel Center Air Expeditionary Forces and Personnel Operations Directorate (AFPC/DPW) and Personnel Readiness Cell (AFPC/PRC) work with impacted MAJCOMs, Installation Personnel Readiness (IPR) offices and Personnel Support for Contingency Operations (PERSCO) Teams, IAW AFI 36-3802, Personnel Readiness Operations, to have affected individuals identified, returned and replaced if requested by the Combatant Commander.

2.2.5. Notify AFPC/DPW to create and activate an AFPAAS event upon direction of OSD, Joint Staff or HAF leadership. AF/A1XR will monitor AFPAAS during disaster/emergency events to track the accountability progress and provide status reports to HAF leadership as requested until 100% accountability is attained or reporting is suspended.

2.3. Headquarters USAF/Airman and Family Services Division (AF/A1SA) will:

2.3.1. Provide direction and assistance to the Air Force Personnel Center/Airman and Family Support Branch (AFPC/DPFFS), the AF lead agency for assisting personnel during evacuation and repatriation (IAW AFI 10-216), during an OCONUS crisis requiring Non-combatant Evacuation Operations (NEO), repatriation operations and/or safe haven entitlements.

2.4. Air Force Personnel Center/Personnel Readiness Cell will:

2.4.1. Serve as the primary distribution and collection point for information regarding impacted/ threatened personnel. (T-1)

2.4.2. Contact AFPC Public Affairs (PA) Office to ensure appropriate link to AFPAAS is prominently highlighted on AF Portal and on AFPC main webpage for impacted personnel within 24 hours of the event. (T-1)

2.4.2.1. Coordinate with AFPC/PA on news releases and media outreach as needed.

2.4.3. Update the message on AFPC/PRC's toll free number with the latest status of the impacted military installation(s) based on input from the respective MAJCOM and/or Wing-level CAT/A1 (e.g., FSS/CC) representative's instructions. (T-1)

2.4.4. Implement and rescind STOP MOVEMENT at the request of the Installation Commander(s) of the impacted base(s)/Geographically Separated Units (GSU)/personnel and coordinate this action with AFPC/PA and AFPC Director of Assignments (DPA). (T-1)

2.4.5. Provide, upon request from the AFCAT, pertinent information regarding deployed/deploying personnel assigned to, or with family members (paragraph 1.4.3.4.) living in the impacted area (e.g., dependent children living with a former spouse). (T-1) The following categories are queried and the affected MAJCOM(s) are contacted to determine if deployed personnel impacted by the crisis should return and, if necessary, implement notification procedures.

2.4.5.1. Personnel due to return from deployment within 30 days of the event (flag and count personnel who are actually en route).

2.4.5.2. Personnel preparing to deploy from the same area.

2.4.5.3. Personnel deployed who may have to return early as a result of the event.

2.4.6. Serve as the AFPAAS Program Manager and develop procedures to execute TFA guidance. (T-1) AFPC/PRC will assign AFPAAS Commanding Officer Representative (COR) access to MAJCOM readiness staffs and to AFCAT/A1 members as required. (T-1). Additionally AFPC/PRC will ensure all assigned MAJCOM personnel readiness offices are trained on the use of AFPAAS. (T-1)

2.4.7. Create and activate an AFPAAS event when notified by HAF and provide event management in support of AF-wide personnel accountability operations. (T-1) Event management includes working with MAJCOM and unit command channels to obtain accountability of affected individuals.

2.5. Air Force Personnel Center/Airman and Family Support Branch (AFPC/DPFFS) will:

2.5.1. Ensure installation Airman & Family Readiness Centers (A&FRC) are trained and prepared to assist commanders with the activation of an Emergency Family Assistance Center (EFAC). (T-1) The EFAC's primary mission is to maintain the practical and emotional needs of families of DoD casualties and personnel affected by the disaster. The EFAC will serve as the focal point for family assistance services. (T-1) The EFAC, prescribed by DODI 1342.22, Military Family Readiness and AFI 36-3009, Airman & Family Readiness Centers, will serve as a staging area where families can obtain disaster relief, contingency information and other services. (T-0)

2.5.1.1. AFPC/DPFFS uses AFPAAS to connect A&FRC Case Managers (CMs) with personnel affected by a disaster and complete a needs assessment within the system. Case management notes are updated in AFPAAS and are viewable by the chain of command. If AFPAAS is unavailable or when actions require follow up, AFPC/DPFFS will provide updates to the installation A&FRC with a courtesy copy to their respective MAJCOM Airman and Family Readiness Branch/installation support staff so AFPC/DPFFS can act as focal point for dissemination of timely information for affected families (excluding casualty notification). (T-1)

2.5.1.2. Alerts designated A&FRCs (with a courtesy copy to their respective MAJCOM Airman & Family Readiness Branch/MAJCOM installation support staff) to prepare for personnel and/or families who are evacuating from the GAOI and may arrive in their area of responsibility. Support from designated A&FRC includes, but is not limited to, guidance on relocation assistance, financial counseling, employment services, personal and work life issues, and eligibility of services if applicable.

2.5.1.3. AFPC/DPFFS will comply with the DoD Joint Plan for Noncombatant Evacuation Operation (NEO) and is the operational element for support to AF families during NEO and repatriation operations. (T-0) AFPC/DPFFS will provide guidance/coordination to the installation A&FRC at each location being evacuated, the temporary safe haven or intermediate stop (if applicable), and the repatriation site that processes families back into the U.S. (T-0)

2.5.1.3.1. AFPC/DPFFS will track, account, report and ensure follow-up support is provided to family members during preparation, evacuation and safe haven. (T-0) When DD Form 2585, Repatriation Processing Center Processing Sheet, is not collected at a repatriation site, AFPC/DPFFS will contact the closest installation A&FRC to ensure they complete the DD Form 2585 and input the data into the web-based Automated Repatriation Reporting System (ARRS). (T-0)

2.5.1.4. AFPC/DPFFS will ensure the A&FRCs have trained AFPAAS case managers ready to evaluate cases assigned them. (T-1) They provide support to members and families ensuring connection to appropriate helping agencies.

2.5.1.5. AFPC/DPFFS will assign cases to case managers as evacuees voluntarily complete needs assessments in AFPAAS and ensure the A&FRC makes contact with members. (T-1)

2.5.1.6. Monitor AFPAAS during evacuation/emergency events to track personal needs assessments of personnel and families, ensure case managers are assigned to contact and provide assistance IAW AFI 36-3009, Airman & Family Readiness

Centers, and provide status updates to HAF leadership as requested or until reporting is suspended.

2.6. Major Commands (MAJCOMs), ANG and Air Force District of Washington (AFDW) will:

2.6.1. Using command and control channels, recommend to HAF the need for an AFPAAS event to report personnel accountability when one of their installations is impacted by a natural disaster or national emergency. Each MAJCOM, ANG and AFDW will account for their personnel (paragraph 1.4.) assigned to any base or living in an outlying area impacted by the natural disaster or national emergency and any personnel on Leave/TDY in the area of concern in AFPAAS. (T-0)

2.6.1.1. ANG personnel (paragraph 1.4.) accountability is reported through AFPAAS and the affected State Joint Force Headquarters (JFHQ) to the National Guard Bureau (NGB) Joint Operations Center's Manpower and Personnel directorate (JOC/J1) in accordance with the NGB/J1 guidance during a Joint Staff directed accountability event.

2.6.1.1.1. ANG personnel (paragraph 1.4.) in Title 10 status will report accountability via AFPAAS through their supporting active-duty Military Personnel Element. (T-1)

2.6.1.2. Tasked with administration and support of HQ USAF (HAF) and assigned Air Force units and personnel within the National Capital Region, AFDW will function as the MAJCOM responsible for the HAF accountability.

2.6.1.3. AFDW will function as the MAJCOM responsible for the accountability of AF members assigned to AF Elements (AFELMS) which are administrative devices designed solely to account for AF authorizations and personnel serving in non-AF activities, such as defense agencies, joint and unified commands, international activities and government agencies worldwide. (T-0)

2.6.2. MAJCOM, ANG, and AFDW will ensure all personnel, to include GSUs and Tenant Units have shelter-in-place or evacuation plans. (T-0)

2.6.3. Air Force Reserve Command (AFRC) and ANG will make provisions to include evacuation or shelter-in-place plans on ARC members who may not work in the affected area but who live in the affected area (traditional ARC members may live in different states than they drill).

2.6.4. MAJCOM, ANG, and AFDW will direct Logistics, Installations, and Mission Support (A4/7) to ensure all Wing/Installation commanders and GSUs have evacuation plans and tracking procedures in place to account for all personnel in the event of a natural disaster or national emergency. (T-0)

2.6.4.1. ANG, through appropriate authority, will coordinate Logistics, Installations, and Mission Support to ensure all Wing/Installation commanders and GSUs have evacuation plans and tracking procedures in place to account for all personnel in the event of a natural disaster or national emergency.

2.6.5. MAJCOMs will develop plans and procedures for delegation of personnel accountability responsibilities, should their organization be involved in the natural

disaster or national emergency and be unable to perform their duties outlined in this AFI. These may be stand-alone plans or be incorporated in Emergency Management or Continuity of Operations (COOP) Plans.

2.7. MAJCOM CAT Director will:

2.7.1. At the direction of AFCAT Director, notify their assigned installations, stand-alone units and MAJCOM staff to initiate TFA actions.

2.7.2. Notify the AFCAT Director when one of their assigned installations is impacted by a natural disaster or national emergency requiring an AFPAAS event.

2.8. MAJCOM CAT/A1 Representatives, MAJCOM A1 Readiness Staff, and ANG A1 will:

2.8.1. Ensure accountability responsibilities are accomplished when a servicing Force Support Squadron (FSS) is unable to perform those functions.

2.8.1.1. ANG, through appropriate authority, will ensure accountability responsibilities are accomplished when a servicing FSS or equivalent is unable to perform those functions.

2.8.2. Monitor AFPAAS to track the accountability progress of MAJCOM personnel to identify deviations and recommend course of action to appropriate leadership/agency.

2.8.2.1. Monitor AFPAAS to track the progress of assigned IPRs in achieving accountability of their tenants/GSUs assigned members.

2.8.3. Consolidate any published evacuation orders received from the Wing CAT/A1 for DAF and NAF civilian dependents.

2.8.4. Ensure units not within the affected area emphasize the need for awareness of possible evacuees arriving on base who may need to have individual evacuation orders published. If evacuation orders for DAF or NAF civilian family members are published by any unit outside the affected area, a listing of the names published in the order should be collected by the MAJCOM CAT/A1 representative or MAJCOM A1 Readiness staff if the CAT is not activated. Listing should be forwarded to the AFPC/PRC.

2.8.5. Work with MAJCOM CAT Director or NGB JOC/J1 to contact installation commanders of bases/GSUs in impacted area to consider STOP MOVEMENT as situation warrants.

2.8.6. Grant appropriate access to all assigned Installation Personnel Readiness (IPR) offices, GSUs and Tenant Units located on other MAJCOM's installation(s).

2.8.7. Ensure all assigned IPR personnel are trained on their TFA responsibilities, including the use of AFPAAS.

2.8.8. Provide status reports to MAJCOM leadership or NGB JOC/J1 as requested until 100% accountability is attained or reporting is suspended by higher headquarters.

2.8.9. Provide AFPAAS Event Management support to subordinate units for local or MAJCOM inspections/exercises and in support of OSD, Joint Staff or HAF directed accountability for emergencies and manmade or natural disasters. Event management includes working with unit command channels to obtain accountability of affected individuals.



2.9. Installation Commanders or equivalents will recommend to their HHQ using the current command and control process (i.e., Command Post) to initiate AF-wide use of AFPAAS to report accountability when an event warrants the use of AFPAAS. (T-1)

2.9.1. Direct TFA for assigned, tenant and GSUs and monitor AFPAAS to track the accountability progress of those units until 100% accountability is achieved or reporting is suspended. Incorporate TFA guidance into emergency management plans, command and control processes, support agreements and all unit recall procedures.

2.9.1.1. Ensure installation Command Post or equivalents distribute TFA messages (e.g. WARNORD, EXORD, ENDEX) to all assigned, tenant and GSUs in accordance with established local procedures or agreements.

2.9.2. Ensure unit commanders are aware of their responsibilities as outlined in this instruction and that shelter-in-place or evacuation plans for installations have fully addressed the need to account for the categories of personnel described in this instruction as soon as possible, but not later than 48 hours after TFA is directed. (T-1)

2.9.3. Ensure all assigned personnel are familiar with AFPAAS and their responsibility if displaced for personnel to contact their leadership, keep them informed of their location, and account for family members who are actively enrolled in DEERS and physically residing in the area of concern. (T-1)

2.9.3.1. Once a member has arrived at a safe evacuation location, their first act should be to report their status and location to their unit of assignment via AFPAAS or other established means.

2.9.3.2. If a member is unable to report their status via AFPAAS or contact their UCC they should immediately contact the AFPC/PRC at 1-800-435-9941 to report their whereabouts. AFPC/PRC is manned 24/7 to respond to any emergency.

2.9.4. In the event a member is stranded in a crisis area with no communications available, members are encouraged to report their status to any responding agency (Red Cross, local police, FEMA, etc.) and ask that agency to report the status of the member to the Air Force through any means available.

2.9.5. Installation Commanders or equivalents will brief all military members on the importance of having their family members report their status in the event they evacuate without the military member via AFPAAS or other means. (T-1) Commanders are encouraged to emphasize the military's concern for the safety of family members and the vital need for positive contact to allow for maximum assistance to the family members.

2.10. Wing CAT Director will:

2.10.1. Direct accountability for the installation as required. (T-1)

2.11. Wing CAT/A1 Representative will:

2.11.1. Ensure the position is filled by the FSS/CC (or equivalent) or any other member as determined by Wing leadership. (T-1)

2.11.2. Act as the primary information conduit between the impacted units, the installation's senior leadership and the MAJCOM CAT/A1 representative. (T-1)

2.11.3. Inform MAJCOM and/or AFPC/PRC if STOP MOVEMENT is requested and the expected timeline for its rescission. (T-1)

2.11.4. Send a copy of the Blanket Evacuation Order and radius of authorized evacuation to AFPC/PRC organization e-mail box ([afpc.dpfr.prc@us.af.mil](mailto:afpc.dpfr.prc@us.af.mil)) to post on the AFPC website. (T-1) Sends a courtesy copy of these messages to the AFCAT A1 ([afcat.a1@pentagon.af.mil](mailto:afcat.a1@pentagon.af.mil)), MAJCOM CAT/A1s, and AF/A1SA ([afa2sa.division@pentagon.af.mil](mailto:afa2sa.division@pentagon.af.mil)). AFRC Wings will forward information to FGC/Battle Watch ([fgc.battlewatch@us.af.mil](mailto:fgc.battlewatch@us.af.mil) and [afrc.cat.unclas@us.af.mil](mailto:afrc.cat.unclas@us.af.mil)). (T-1) ANG Wings will forward information to the ANG/CAT ([ngrcngb.a1pr@ang.af.mil](mailto:ngrcngb.a1pr@ang.af.mil) (T-1))

2.11.5. Consolidate any published evacuation orders received from the Unit Control Centers (UCC) or Commander's Support Staffs (CSS) for DAF and NAF civilian dependents only and forward to MAJCOM CAT/A1. (T-1) There is no requirement to forward copies of evacuation orders of military dependents.

2.12. Unit Commanders/Directors, Headquarters Staff Directors, AF Element Directors/Chiefs, and Personnel Accountability Managers will:

2.12.1. Unit commanders are the first and most critical link when it comes to establishing accountability of assigned members. Realize the Air Force's ability to track its members succeeds or fails based on their efforts.

2.12.2. Account for assigned military, DAF and NAF civilians, DEERS enrolled family members, family members of DAF/ NAF employees (when receiving evacuation entitlements) and OCONUS assigned contractors and their family members as soon as possible, but not later than 48 hours after TFA is directed. (T-1) All reasonable efforts to include unit telephone recalls, review of automated tools (LeaveWeb, Defense Travel System, etc.) should be made to obtain the status of assigned members and their family members following a disaster event. NOTE - Whether or not DoD takes accountability of contract employees and their families is dependent upon whether DoD has agreed to do it in the contract. If DoD has not, or it is not provided for in the Status of Forces Agreement, then accountability of the contractor rests with the company he/she works for and not DoD.

2.12.2.1. When unable to account for members after all reasonable efforts have been made to do so, review AFI 36-3002, Casualty Services, **Chapter 2**, Section 2C for guidance and contact the local Casualty Assistance Representative for assistance. (T-1)

2.12.3. Verify all members, military, DAF, and NAF civilians, assigned to their units have shelter-in-place or evacuation plans that are reasonable, actionable, and current. (T-1) Ensure these plans are maintained in a centralized location or database so they may be accessed or transmitted from/to an alternate location with little or no warning. Ensure they are reviewed annually, at a minimum.

2.12.3.1. Ensure unit members verify addresses in Military Personnel Data System (MilPDS) or Civilian Personnel Data System (CPDS) annually. (T-1) In addition, members will verify AFPAAS information and required corrections will be updated through the DEERS link available through AFPAAS. (T-1)

2.12.4. Brief all military members annually on the importance of having their family members use AFPAAS to report their status in the event they evacuate without the military member. (T-1) Commanders are encouraged to emphasize the military's concern for the safety of family members and the vital need for positive contact to allow for maximum assistance to the family members.

2.12.5. Brief all civilian personnel on the need for their assistance in reporting their status (and in some cases the status of their family members) in the event of a disaster or crisis. (T-1)

2.12.5.1. Emphasize to employees that civilians on leave or on a pass when a disaster happens can assist greatly in achieving 100 percent accountability by using AFPAAS, calling back to their supervisor or commander/director to confirm they are safe.

2.12.6. Ensure all civilian personnel whose family members are receiving evacuation entitlements report the status of those family members via AFPAAS, or to their supervisor or commander/director and to continue reporting their status until entitlements cease. (T-1)

2.12.7. Ensure all unit commanders identify at least two (2) AFPAAS Commanding Officer Representatives (CORs) to provide accountability. (T-1) CORs receive AFPAAS access and annual training from the Force Support Squadron/Installation Personnel Readiness (FSS/IPR) and will:

2.12.7.1. When directed by higher authority, ensure the status of all personnel described in paragraph 1.4.3. are updated in AFPAAS. (T-1)

2.12.7.2. Continue efforts to achieve accountability of their personnel until 100% accountability is achieved. (T-1). Continue to track and report evacuation information until all personnel and their families have returned to their normal place of duty or have been reassigned to a new place of duty. (T-1)

2.12.7.3. Ensure all evacuation orders published by the CSS or UCC are forwarded to the IPR as soon as possible to identify both military and civilian dependents receiving evacuation entitlements. (T-1)

2.12.8. Ensure an up-to-date unit-recall roster is maintained and forwarded to the appropriate coordinating agencies (installation Command Post, AFCAT, etc.). (T-1) Also ensure an actionable Communications-Out recall roster is maintained. (T-1) Since in many cases, local communications are inoperative or overloaded, Communications-Out recall rosters are essential.

2.12.8.1. Ensure the AFPC/PRC toll-free number (1-800-435-9941) and the AFPAAS website (<https://afpaas.af.mil>) are printed on all recall rosters. (T-1)

2.12.9. Ensure all assigned personnel are familiar with their accountability responsibilities to contact their leadership, keep them informed of their location and account for family members. (T-1)

2.12.9.1. Once a member (or family member if evacuating separately) has arrived at a safe evacuation location, their first act should be to report their status and location via AFPAAS or other means.

- 2.12.9.2. If a member is unable to either update AFPAAS, or contact their UCC they should immediately contact the AFPC/PRC at 1-800-435-9941 to report their whereabouts. AFPC/ PRC is manned 24/7 to respond to any emergency.
- 2.12.10. In the event a member is stranded in a crisis area with no communications available, members are encouraged to report their status to any responding agency (Red Cross, local police, FEMA, etc.) and ask that agency to report the status of the member to the Air Force through any means available.
- 2.12.11. Encourage all civilian employees to initiate or update address and emergency contact information in MYBIZ located in myPers and ensure their supervisor's record of employee contains current contact information.
- 2.12.12. Ensure commanders at non-impacted bases identify all AF personnel on leave, on a pass (if known), or TDY in the GAOI and add them to the disaster event within AFPAAS. (T-1)
  - 2.12.12.1. Commanders are responsible to ensure all Airmen who have family members living in the GAOI (e.g., dependent children living with a former spouse) account for those members.
- 2.12.13. Designate, in writing, at least two (primary and alternate) unit members as trusted agents with COR access to AFPAAS. (T-1) Larger units/directorates should add an alternate COR for every additional 250 assigned personnel in order to limit system access and safeguard personal information. Ensure access is removed when CORs are reassigned.
  - 2.12.13.1. Ensure designated CORs are trained on TFA procedures, including AFPAAS, within 1 month of designation. (T-1)
- 2.12.14. Ensure accountability of deployed Airmen families is maintained. (T-1)
- 2.13. Unit Control Center (UCC) will:
  - 2.13.1. Ensure units not in the impacted area may view in AFPAAS data showing unit members who have family (as defined in paragraph 1.4.) in the GAOI. UCCs contact sponsors to account for family member(s) in the GAOI via AFPAAS.
    - 2.13.1.1. Ensure the unit assists the deployed member in any way possible to contact the family members to verify their safety. Units should ensure members are updating family member information as necessary prior to deployments.
  - 2.13.2. Add members to the disaster event in AFPAAS who are on leave or TDY (to include deployed) into the GAOI. (T-1)
  - 2.13.3. Account for members on leave or TDY (to include deployed) outside the GAOI by updating AFPAAS accordingly. (T-1)
  - 2.13.4. Consolidate any published evacuation orders for DAF and NAF civilian dependents only and forward to FSS/IPR, or as directed by the Wing CAT/A1. (T-1) There is no requirement to forward copies of evacuation orders of military dependents.
  - 2.13.5. Continue to report accountability until 100% of their personnel are accounted for. (T-1) Continue to track and report evacuation information until all personnel and their

families have returned to their normal place of duty or have been reassigned to a new place of duty. (T-1)

2.13.6. DELETED

2.14. Force Support Squadron Commanders or Directors (FSS/CCs or FSS/CL) will:

2.14.1. Serve as the Wing CAT/A1 representative and will perform all the duties prescribed in paragraph 2.11. of this instruction. (T-1) In addition to meeting all of the requirements of a unit commanders, serves as the primary advisor on all personnel-related matters and provides critical interface between their installation commander (or equivalent) and their MAJCOM of assignment.

2.14.2. Ensure that the IPR, A&FRC, Civilian Personnel Section (CPS) and NAF Human Resources Section (HRS) follows the guidelines as stated in paragraphs 2.15., 2.16., 2.17. and 2.18. below.

2.14.3. In the event the Wing-level CAT is not activated; the FSS/CC (or equivalent) will assume the responsibilities of the Wing-level CAT/A1 representative listed in paragraph 2.11 of this AFI as required. (T-1)

2.14.4. Units not within the affected area emphasize the need for awareness of possible evacuees arriving on base who may need to have individual evacuation orders published. If evacuation orders for DAF or NAF civilian family members are published by any unit outside the affected area, a listing of these names should be forwarded to the MAJCOM CAT/A1 or MAJCOM/A1 Readiness staff if the CAT is not activated.

2.15. Installation Personnel Readiness Office (IPR)/ Personnel Readiness Functions will:

2.15.1. During a national crisis or natural disaster in which TFA is initiated the IPR is the focal point of accountability reporting actions on an installation.

2.15.2. Only grant AFPAAS access to CORs designated in writing by unit commanders or directors for all supported units to include Tenant Units, GSUs and AF Elements (AFELMs). (T-1) Granting access to a PAS code automatically provides access to subordinate PAS codes.

2.15.3. Provide annual TFA and AFPAAS training to all designated CORs. (T-1)

2.15.4. Conduct an annual review to track and monitor COR assignments and remove access when designated CORs are reassigned. (T-1)

2.15.5. Monitor TFA efforts and provide status reports to leadership until 100% accountability is attained or reporting is suspended by higher headquarters. (T-1)

2.15.6. If unable to perform the above functions, transfer this responsibility IAW MAJCOM/A1 Readiness Office guidance.

2.15.7. Consolidate any published evacuation orders for DAF and NAF civilian dependents only and forward to Wing CAT/A1. (T-1) There is no requirement to forward copies of evacuation orders of military dependents.

2.16. Civilian Personnel Section (CPS). (Appropriated Fund Civilian Employees - DAF) will:

2.16.1. Assist the unit commander to ensure civilian employees are aware of their responsibilities and completely familiar with the three-tiered approach for displaced personnel to contact their leadership and keep them informed of their location.

2.16.2. Encourage civilian employees to initiate or update address and emergency contact information in MYBIZ and/or ensure their supervisor's record of employee contains current contact information.

2.16.3. Ensure all personnel are aware that they should immediately contact their unit to report their status if they are either on leave, on scheduled off-duty time (regardless of location), or TDY during a crisis.

2.16.3.1. Civilian personnel should provide a leave address otherwise commanders cannot be able to determine who may have been in an affected area.

2.16.4. Ensure all civilian personnel whose family members are receiving evacuation entitlements to report the status of those family members to their supervisor or commander/director. (T-1) Ensure civilian employees continue reporting their family member status until entitlements cease. (T-1)

2.17. Nonappropriated Fund Human Resources Sections (NAF/HRS) (NAF Employees) will:

2.17.1. Assist the unit commander to ensure NAF employees are aware of their responsibilities and completely familiar with the three-tiered approach for displaced personnel to contact their leadership and keep them informed of their location.

2.17.2. Encourage NAF employees to initiate or update address and emergency contact information in MYMONEY and/or ensure their supervisor's record of employee contains current contact information.

2.17.3. Ensure all NAF employees are aware that they should immediately contact their unit to report their status if they are seasonal employees, on leave, on scheduled off-duty time (regardless of location), or TDY during a crisis.

2.17.3.1. NAF employees should provide a leave address otherwise commanders cannot be able to determine who may have been in an affected area.

2.17.4. Ensure all NAF employees whose family members are receiving evacuation entitlements to report the status of those family members to their supervisor or commander/director. (T-1) Ensure civilian employees continue reporting their family member status until entitlements cease. (T-1)

2.18. Individuals (RegAF, SELRES, DAF and NAF Civilians) will:

2.18.1. Maintain realistic and actionable shelter-in place or evacuation plans in anticipation of national crises or natural disasters. (T-1)

2.18.2. Be responsible for accounting for family members (as defined in paragraph 1.4.3.5.) living in the area of concern (e.g., dependent children living with a former spouse) even though the sponsor may live outside the impacted area. (T-1) They will inform their commander who will forward their status to their UCC/servicing MPS who in turn will forward to the member's parent MAJCOM. (T-1)

2.18.3. Use all mechanisms available to report their evacuation plans and emergency contact information in the event they have to relocate.

2.18.4. Military members will update their Virtual Record of Emergency Data (vRED) along with their home and mailing address information under Record Review application in vMPF. (T-1) DAF civilians will update MYBIZ and/or ensure their supervisor's record of employee contains current contact information (as applicable). (T-1) NAF civilians will ensure their supervisor's record of employee contains current emergency point of contact information. (T-1)

2.18.5. Ensure they and their family members are familiar with the tiered approach for displaced personnel to contact their leadership and keep them informed of their location.

2.18.5.1. Once a member/employee/family member has arrived at a safe evacuation location, their first act should be to report their status and location via AFPAAS or other means back to their UCC.

2.18.5.2. If a member/employee/family member is unable to update AFPAAS or contact their UCC, they should immediately contact the AFPC/PRC at 1-800-435-9941 to report their whereabouts. AFPC/PRC is manned 24/7 to respond to any emergency.

2.18.6. Ensure if a member is on leave, pass (military), scheduled off-duty time (civilians), or TDY into an affected area, the member takes immediate action to report their status via AFPAAS or to their home unit, their TDY unit, and/or AFPC/PRC.

2.18.7. In the event a member is stranded in a crisis area with no communications available, members are encouraged to report their status to any responding agency (Red Cross, local police, FEMA, etc.) and ask that agency to report the status of the member to the Air Force through any means available.

2.18.8. Individuals, except those that are deployed, maintain contact with and know the whereabouts of DEERS enrolled dependents residing in the GAOI, and then provide accountability information on those dependents. If family members of civilian employees (DAF or NAF) are receiving evacuation entitlements, employees should provide a listing of those family members to their commander/director or UCC for tracking purposes.

2.18.9. Members on or going on a remote assignment notify the nearest Airman & Family Readiness Flight to where the family members are residing so they can be contacted for follow up in case of an emergency or evacuation.

GABRIEL O. CAMARILLO

Assistant Secretary of the Air Force (Manpower and Reserve Affairs)

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

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***Abbreviations and Acronyms***

**A&FRC**—Airman & Family Readiness Center

**AFPAAS**—Air Force Personnel Accountability and Assessment System

**AFPD**—Air Force Policy Directive

**AFPC**—Air Force Personnel Center

**AFR**—Air Force Reserve

**AFRIMS**—Air Force Records Information Management System

**ANG**—Air National Guard

**ARC**—Air Reserve Component

**ARRS**—Automated Repatriation Reporting System



**CAT**—Crisis Action Team  
**CMs**—Case Managers  
**CORs**—Commanding Officer Representatives  
**CPS**—Civilian Personnel Section  
**CSS**—Commander Support Staff  
**CONUS**—Continental United States  
**DAF**—Department of the Air Force  
**DD Form**—Department of Defense Form  
**DEERS**—Defense Enrollment Eligibility Reporting System  
**DMDC**—Defense Manpower Data Center  
**EFAC**—Emergency Family Assistance Center  
**FEMA**—Federal Emergency Management Agency  
**GAOI**—Geographic Area of Interest  
**GCC**—Group Control Center  
**GSU**—Geographically Separated Unit  
**IPR**—Installation Personnel Readiness Office  
**MILPDS**—Military Personnel Data System  
**MPS**—Military Personnel Section  
**NAF**—Nonappropriated Fund  
**NEO**—Noncombatant Evacuation Operations  
**NGB**—National Guard Bureau  
**NTS**—Noncombatant Evacuation Operations Tracking System  
**OCONUS**—Outside the Continental United States  
**OPR**—Office of Primary Responsibility  
**PERSCO**—Personnel Support for Contingency Operations  
**PRC**—Personnel Readiness Cell  
**RDS**—Records Disposition Schedule  
**RegAF**—Regular Air Force/Active Duty  
**TDY**—Temporary Duty  
**TFA**—Total Force Accountability  
**UCC**—Unit Control Center  
**v RED**—Virtual Record of Emergency Data

**Accounted For—Personnel** are considered “accounted for” when any of the following occur: 1) The individual is physically present, 2) The individual has been contacted or has made contact (e.g. by telephone or other means) or 3) The individual is in an official status of unauthorized absence (UA), desertion, deceased, or missing—.

**Concept of Operations (CONOPS) —(DoD)** A verbal or graphic statement, in broad outline, of a commander’s assumptions or intent in regard to an operation or series of operations. The concept of operations frequently is embodied in campaign plans and operation plans, in the latter case, particularly when the plans cover a series of connected operations to be carried out simultaneously or in succession. The concept is design to give an overall picture of the operation. It is included primarily for additional clarity of purpose; it is also called commander’s concept—.

**Drilling Unit Reservists—**Unit members who participate in unit training activities on a part-time basis—.

**DEERS—**A computerized database of military sponsors, families and others worldwide who are entitled under the law to TRICARE benefits; required for TRICARE eligibility—.

**Defense Manpower Data Center (DMDC) —**Collects and maintains an archive of automated manpower, personnel, training, and financial databases; operates personnel programs and conducts research and analysis—.

**Domestic Emergencies—**Includes any or all of the emergency conditions defined below:

**Civil Defense Emergency—**A domestic emergency disaster situation resulting from devastation created by an enemy attack and requiring emergency operations during and following that attack. Appropriate authority in anticipation of an attack may proclaim a Civil Defense Emergency.

**Major Disaster—**Any catastrophe (including any tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, or other catastrophe) or regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act (Chapter 68 of Title 42, United States Code) to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**National Emergency—**A condition declared by the President or the Congress by virtue of powers previously vested in them that authorize certain emergency actions to be undertaken in the national interest. Action to be taken may include partial, full, or total mobilization of national resources.

**Natural Disaster—**All domestic emergencies except those created as a result of enemy attack or civil disturbance.

**Family Member—**Family members who are enrolled in DEERS in an active file status. For DAF and NAF employees, family members should be accounted for if they are receiving evacuation entitlements.

**Noncombatant Evacuation Operation (NEO) —**Operation directed by the Department of State, the Department of Defense, or other appropriate authority whereby noncombatants are evacuated from areas of danger overseas to safe havens or to the United States.

**Overseas (OCONUS)** — (DoD) All locations, including Alaska and Hawaii, outside the continental United States.

**Safe Haven—(DoD)** Designated area(s) to which noncombatants of the United States Government's responsibility and commercial vehicles and materiel may be evacuated during a domestic or other valid emergency.

**Selected Reserve (SELRES)** —Those units and individuals within the Ready Reserve designated by their respective services and approved by the Joint Chiefs of Staff as so essential to initial wartime missions that they have priority over all other Reserves. All Selected Reservists are in active status. The Selected Reserve also includes persons performing initial RegAF training.

**STOP**— A program implemented under the authority of the Chief of Staff of the Air Force (CSAF). State Department or Wing Commanders may request STOP MOVEMENT as a result of a natural disaster such as a hurricane, typhoon, political unrest, terrorism etc. It is the temporary suspension of a member's Permanent Change of Station (PCS) travel or cancellation of PCS. STOP MOVEMENT of the military member does not in itself stop travel of family members. The requester must contact AFPC/PRC first, who in turn will coordinate with AFPC/DPA to implement STOP MOVEMENT.

**Total Force**—For the purpose of this instruction, consists of AF RegAF, Selected Reserve, Department of the Air Force (DAF) and Nonappropriated Fund (NAF) employees, and certain family members of AD and SELRES.

**Total Force Accountability**—The ability to accurately account for all Air Force personnel and the related Air Force manpower requirements at all times regardless of their location.

**Unaccounted For**—An inclusive term (not a casualty status) applicable to personnel whose person or remains are not recovered or otherwise accounted for.